


DEPARTMENTAL OPERATING INSTRUCTIONS

 CITY OF RALEIGH, N.C.	MANUAL Departmental Operating Instructions			
SUBJECT Customer Leak Adjustment	NUMBER 100-1109	REV 1.0	EFFECTIVE DATE 11/22/2011	PAGE OF 1 2
	SUPERSEDES N/A	PREPARED BY Utility Billing Division		APPROVED BY Robin Rose Donna Jackson

1.0 PURPOSE:

- 1.1 To provide an opportunity for residential and commercial customers to request consideration for a financial adjustment to water and waste water use charges where a leak has been repaired in the water system on the customer's side of the water meter.

2.0 REVISION HISTORY

Date	Rev. No.	Change	Reference Section (s)
2/04/1986	0.0	Original – Resolution No (1986) – 75 Resolution to Establish an Excessive Utility Bill and an Insufficient Utility Bill Adjustment Policy	All
11/07/11	1.0	Establish procedure for customer leak adjustment	All

3.0 ORGANIZATIONS AFFECTED

- 3.1 Finance Department/Utility Billing (UB) Division
- 3.2 Public Utilities Department (PUD)/Meters Division

4.0 POLICY

- 4.1 Once a customer notifies the City of Raleigh about a possible high bill that may be related to a leak, the City policy is to provide consideration for leak adjustments for water and waste water **usage charges** caused by a leak that occurred on the customer's side of the meter when the consumption exceeds twice the average usage over the previous twelve (12) month period. Leak adjustments will be made by reducing the high bill to twice the customer's average consumption. **Consideration for leak adjustments is made only for leaks that do not return to the sanitary sewer system.**
- 4.2 Once a City of Raleigh employee or representative notifies a customer of a water leak and it is not repaired in forty eight hours, it will result in the disconnection of service until such time as the leak is repaired. (The time may vary dependent upon water conservation mandates.)

5.0 DEFINITIONS

- 5.1 Leak Adjustment – Leak adjustments are financial adjustments to water and waste water usage charges on a customer's utility bill caused by a leak on the customer's side of the meter that occurred outside of the customer's control.
 - 5.1.1 The City of Raleigh will make adjustments for water leaks that occurred outside of the customer's control (i.e. hidden pipe bursts –walls, underground etc, hot water heaters, or water line breaks.)
 - 5.1.2 Administrative fees will not be adjusted.
- 5.2 Excessive Water Bill – The amount of which exceeds by at least \$15 and at least 100% the average water usage of the particular customer and location during the twelve month period immediately preceding the complaint.

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6.0 PROCEDURES

- 6.1 Water leak adjustments must be requested by contacting the Utility Billing Division and must be accompanied by a plumber's receipt or other proof of the repair.
- 6.2 After all documentation has been received by the Utility Billing Division, a determination is made if the leak is adjustable or not and a letter is sent to the mailing address on file within the billing system stating approval or disapproval of the leak and the details.
 - 6.2.1 The determination may require contact with repair company/plumber.
- 6.3 A leak adjustment may occur only after all leaks have been repaired and may require a verified meter read by the City of Raleigh's Public Utilities Division.
 - 6.3.1 Customers are advised to pay the entire amount due within the normal payment period or enter into payment arrangements for the excessive amount in order to remain in good standing on all current billings.
 - 6.3.1.1 If this does not occur, the customer is subject to all current and applicable collection and termination of services, processes, and procedures.
- 6.4 Each metered service will only be allowed adjustments when a leak occurs where water usage exceeds customer's average by two times the normal consumption. Water and waste water charges will be adjusted to double the customer's average usage.
- 6.5 Average water usage will be calculated using twelve consecutive bills for monthly customers.
- 6.6 This average will not include any bills that have been estimated or that have fewer days than the normal 28-33 day billing cycle, or for periods of zero usage and/or non-occupancy of premise.
- 6.7 Average water usage for customers that have little or no usage history will be estimated at the current City wide average.
- 6.8 No adjustments will be granted where the following situations exist:
 - 6.8.1 Usage above the customer's average monthly consumption is due to seasonal usage such as watering of sod, gardening, filling swimming pools or whirlpools, washing vehicles, etc.
 - 6.8.2 Leak was caused by a third party from whom the customer is able to recover their costs.
 - 6.8.2.1 Examples of these are included **but are not limited to** theft, vandalism, and construction damage, unoccupied or vacant properties.
 - 6.8.3 Leak continues for three (3) or more months
 - 6.8.3.1 Leak adjustments will cover a two month consecutive period only.
 - 6.8.4 The meter at said property, has been accessed, tampered with, or turned on/off by any one other than a City of Raleigh employee (including a licensed plumber) and resulting in further loss of water.
 - 6.8.5 The plumbing, fixtures, connections or pipes are within the customer's responsibility.
 - 6.8.5.1 Examples of leaks within the customer's control include **but are not limited to**; toilet leaks, leaking faucets, leaking bid hose connections, or other readily available water pipes, connections, or fixtures.